

State Workforce Innovation Council  
May 1, 2008, 10:00 AM  
Indiana Government Center South, Conference Room B  
Indianapolis, Indiana

**Present:** Brian Burton, Cathy Delgado, Gina DelSanto, Mark Goldman, Kay Gordon, Jim Hemmelgarn, Al Huntington, Leroy Jackson, Rob Jeffs, Mark Maassel, Chip McLean, Cathy Metcalf, Jac Padgett, Paul Perkins, John A. (Jac) Price, Derek Redelman, Robert Schaefer, Mayor Wayne Seybold, Patty Shutt, Bill Stanczykiewicz, Matt Ubelhor, Commissioner Teresa Voors and Dennis Wimer.

**Absent:** Rep. Randy Borrer, Ed Carpenter, Paul Mitchell, Harold Force, Jim Gislason, Andy Goebel, Sen. Glenn Howard, Peter Kissinger, Linda Madagame, Jim McClelland, Terry Rodino, Mitch Roob, Mark C. Smith, Noah Sodrel and Beth Washington.

**Also Present:** From the Indiana Department of Workforce Development: John Ruckelshaus III, Deputy Commissioner Governmental Affairs, Dustin Stohler, Deputy Commissioner Legal Affairs and Administration, Dale Wengler, Deputy Commissioner Policy and Field Operations, Scott Sanders, Chief Financial Officer, Amy Rubeck, Director of Policy, Betty Culley, Policy, and Cindy George, Executive Assistant to Commissioner.

Welcome and Opening Business – State Workforce Innovation Council Chair, Paul Perkins, called the meeting to order at 10:00 am. Mr. Perkins called the roll of SWIC members and a quorum was present. Mr. Perkins asked for a motion to approve the minutes of the February 7, 2008 meeting. A motion was made and seconded and minutes were approved as written.

Mr. Perkins welcomed new board members, Kay Gordon, Mayor Wayne Seybold and Matt Ubelhor.

Mr. Perkins asked for approval of the Balance of State Workforce Investment Board Plan which had been tabled at the last meeting to allow new members a chance to review it. Mr. Perkins had one additional point and asked Mr. Wengler to share information regarding the expiration date set to expire in July. Mr. Wengler explained the plan was extended to align with the Strategic Plan through June 30, 2009, and some discussion followed. Mr. Perkins then asked for a motion to approve the Balance of State Plan. Said motion was made and seconded.

Mr. Perkins moved on to approval of Program Year 2008 Formula Allocations Distribution. Mr. Sanders, Chief Financial Officer, explained the allocation process so they would have a better understanding. Mr. Sanders asked if there were any further questions regarding this. Mr. Perkins asked the board to approve this funding and those that are Regional Workforce Board members remove themselves from the vote. These being Jac Price, Region 3, Robert Schaefer, Region 1, and Cathy Delgado, Region 1. Mr. Perkins asked for any further questions and with that a motion was made and seconded to approve Program Year 2008 Formula Allocations Distribution.

Mr. Wengler gave a status report on the State Level Memorandum of Understanding stating we do have all signatures on this and we will be moving forward with it. Mr. Wengler also reported

and requested permission to apply for a grant for Jobs for America's Graduates Program meeting. Mr. Perkins asked for a motion which was so moved and seconded.

Commissioner Voors gave a brief update on the Department of Workforce Development and some major initiatives. One is new integrated WorkOne services. Mr. Wengler will give more detail in his presentation with July 1 being the launch of IndianaCareerConnect.com. The Indiana Chamber has put out a new report *Indiana's Adult Education and Workforce Skills Performance Report* and along with the Department of Workforce Development and Ivy Tech Community College have been going around the state meeting with employers. This document reports on changes being made in Indiana's workforce. There are 3.2M workers in the State of Indiana with around 960,000 to 1.2M, which is 1 in 3 workers who do not have workforce based skills for the marketplace. The positive changes coming July 1 in DWD's system will go from serving hundreds of people to serving thousands of people each year. Mr. Redelman provided copies of the Chamber's report which gives statistics from the Department of Workforce Development, the Department of Education and the Indiana Economic Development Corporation. Mr. Perkins thanked Commissioner Voors for her report.

Mr. Perkins then gave the floor over to Mr. Wengler for a presentation on the job-matching system and Integration Policy. Mr. Wengler introduced Michael Young, and reported that he and his team have done a great job to get the Indiana Career Connect system ready for launch on July 1, 2008. Mr. Wengler presented a video tour of the Region 3 Fort Wayne WorkOne office which is completely integrated. He also gave a demonstration of how the new job matching system works. A copy of said presentation is attached to these minutes. There was some discussion during the presentation. After the presentation, Mr. Wengler asked for questions. Ms. Delgado asked if employers can go into the system and also whether a worker can attach any items showing what skills they might have. Mr. Wengler explained that employers can go into the system, but was not sure whether a worker would be able to attach anything. Mr. Perkins asked what the thoughts were for getting employers to learn about this system. Mr. Wengler explained there would be training available. Mr. Perkins thanked Mr. Wengler for his presentation.

Mr. Perkins asked if they could make a change in the agenda and address any public comments before breaking into committees. There was no objection. Mr. Perkins asked for any comments from the public in attendance and there were none.

Mr. Perkins moved on to break into committees. He explained about 60% of board members had signed up for a specific committee. Commissioner Voors had given an overview at the last board meeting regarding this board serving as an advisory board to the Governor. For those who are not yet on a committee, the committees are Employment and Placement Committee charged with job-matching marketing which is being chaired by Dennis Wimer, Assessment and Evaluation charged with performance metrics being chaired by Derek Redelman, Workforce Readiness charged with product line being chaired by Gina DelSanto, and Youth Council Committee being chaired by Bob Schaefer. Commissioner Voors introduced regional and DWD employees from Mr. Wengler's team to give input on each committee. A copy of the Committee members listing is attached to these minutes. At this time, there was a break for the committees to form into groups for discussion.

Mr. Perkins called for a brief overview from each committee chairperson after the committees met. Gina DelSanto reported for the Workforce Readiness Committee:

- Survey employers for the courses they would like to see.
- Make businesses aware that a WorkOne is a skill/employment center.
- Business Services Representatives in each region should help validate the new way WorkOne offices are doing business

Product Box –

- Assessment of completion of course work
- How do we assess the value of products from an employer perspective/student perspective?
- Co-op Programs – what are they and how do we access them for product box?
- Adding higher level items to product box; i.e. supervisor training

Amy Ruback reported for Derek Redelman, Chairperson of Assessment and Evaluation Committee:

Federally defined metrics –

- Entered employment
- Employment retention
- Average earnings

Quantity, Quality, Efficiency-

- Increase income – self sufficiency
- Employer based metrics – business community awareness
- Measure the fully employed – define needs
- Measure \$ to unemployed vs. employed
- Chamber Report metrics
- Real-time Indiana metrics

Dennis Wimer reported as Chairperson of Employment and Placement Committee:

Customers, Current Users, Non-Users

Job Seekers

- Traditional blue collar
- White collar
- Graduates – college/high school/GED

Current Employees

- Skills Advancement

Employers

- Spyder
- 1. Segmentation
- 2. Awareness
- Education

Bob Schaefer reported as Chairperson of Youth Council Committee:

- 12,000 kids in Lake County not in school or working  
How can we best serve youth?
- Encourage high school transition programs linking to post secondary education
- Encourage needs to start early
- JobWorks looks at 8<sup>th</sup> – 9<sup>th</sup> grade
- Tech Ed vs. College
- Perhaps too much emphasis on college
- How do you motivate kids?
- Skill testing at middle school
- Business – education alliance (internships, job shadowing)
- How do we recreate Michigan City mentoring?
- Terre Haute improved grad rate from 50% to 85%
- Regional goals to educate business communities
- 1:1 Mentoring


How do we strengthen partnerships –

Action items:

- Identify what exists in each region
- How do we unite everyone?
- How do we get businesses more engaged?
- Additional funding sources to supplement WIA \$
- State agency needs to make sure they are aligned with regions
- Regional Workforce Boards need to be consistent with decision making


After committee reports Mr. Perkins asked if there was any more business to be discussed, none was noted, at which time the meeting was adjourned at 12:06 pm.

**STATE WORKFORCE INNOVATION COUNCIL**

  
\_\_\_\_\_  
Paul Perkins, Chairman

9/4/08  
\_\_\_\_\_  
Date

**ATTEST:**

  
\_\_\_\_\_  
Teresa L. Voors, Commissioner



INDIANA  
**WORKFORCE**  
DEVELOPMENT



**WorkOne** ■■■■  
Make Your Move



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**“It’s not about job security, it’s about  
*skill security* and lifelong learning.”**

**WorkOne** .....  
Make Your Move

## *Customer Bill of Rights:*

- 1. Customers have the right to know their skills*
- 2. Customers have the right to improve their skills*
- 3. Customers have the right to find the best job to match their skills*

**WorkOne**



- **“Right to know your skills”**

Every new customer will receive an initial skills assessment. (Prove it, Quick Start)

- **“Right to improve your skills”**

Every new customer has the right to skills improvement through a robust, diverse, product line provided in our WorkOne offices. (100% Co-enrollment into WIA/WP-KeyTrain, Win, GED, soft-skills and occupational training)

- **“Right to find the best job to match their skills”**

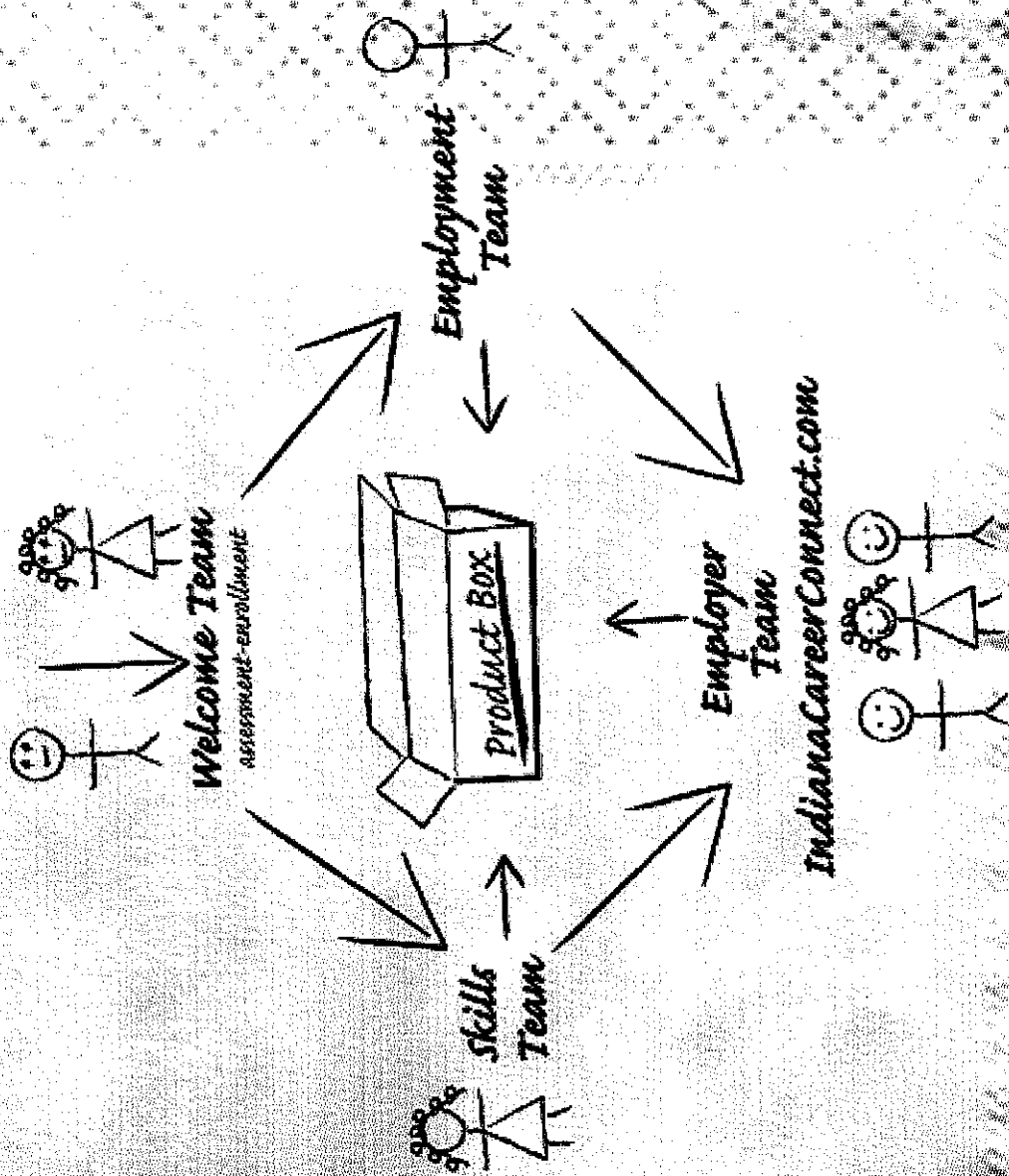
Every new customer has the right to utilize an efficient job matching system to find the best job.

**WorkOne**

Make Your Move







WorkOne

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## Skill Areas

- Reading for Information
- Applied Mathematics
- Locating Information

85% of ALL  
occupations utilize  
these skills

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**WorkOne** ■■■  
Make Your Move ■■■

# Skill and Training Courses

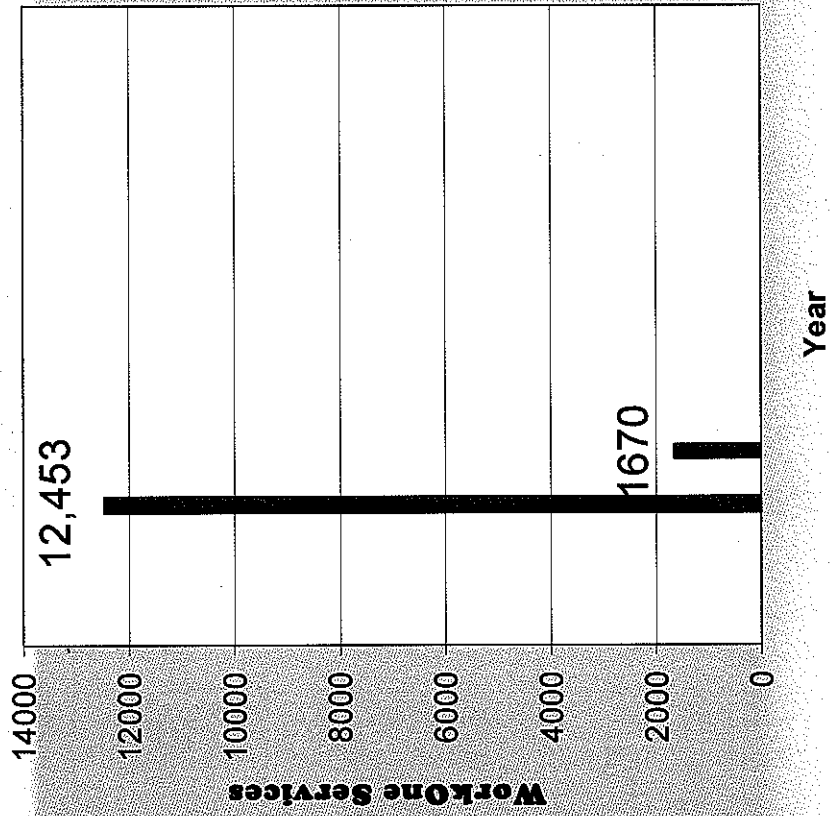
- Reading for Information
- Applied Mathematics
- Locating Information
- Applied Technology
- Writing
- Business Writing
- Listening
- Observation
- Teamwork
- Beginning Skills
- Basics of Business Math
- GED
- Occupational Training
- Building Relationships
- Business Ethics
- Career Development
- Coaching
- Communication with Power
- Computer Basics
- Computing Concepts
- Effective Business Communication
- Effective Presentations
- Excel
- Word
- Budgeting and Saving

**WorkOne**

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## Year To Date Services R3



Make Your Move



- ■ ■ ■ ■
- 2,820 counseling/career planning services
- 777 occupational skills training services
- 251 adult education services
- 155 on the job training services
- 7 customized training and skill upgrade services
- 3,336** of these were short term prevocational
  - 846 Microsoft Excel services
  - 464 Introduction to Computers services
  - 280 Microsoft PowerPoint services
  - 195 Microsoft Access services
  - 572 Resume workshop services
  - 239 internet job search services
  - 230 interview preparation services
  - 620 other job search activities (job search classes, networking classes, organizing your job search classes)
- 5,812 referrals to employment to help customers get the best possible job with their skills

## Customer Service

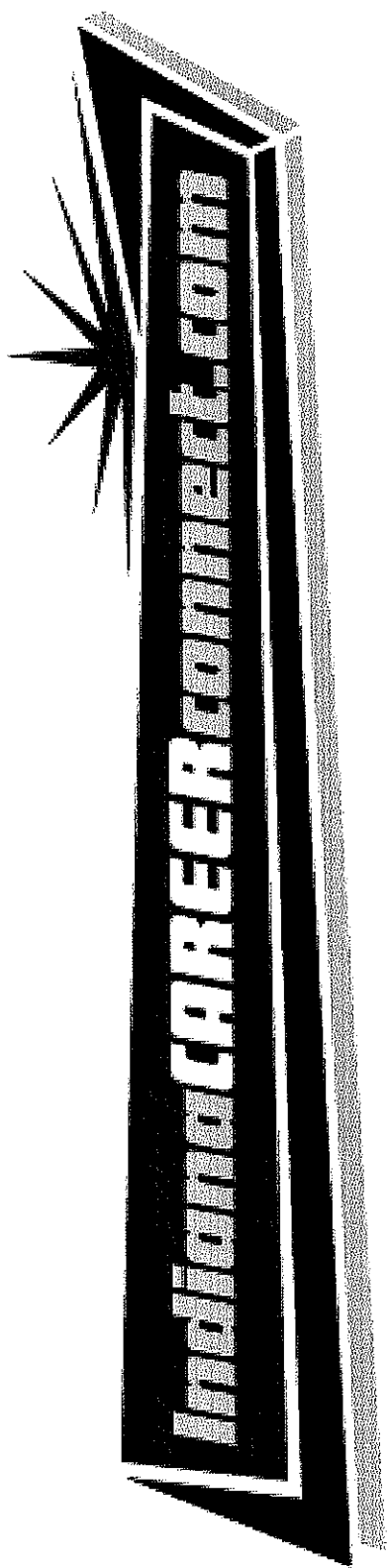
- Independent NET Promoter Score (NPS)
- "How likely it is that they would recommend WorkOne services to a friend or someone they know"
- American Express and Dell each have a 50% score. WorkOne score is 54.1% in R3
- Of all surveys collected, 60% of the customers made at least 3 visits to a WorkOne and of that data set, 43.1% of these customers made at least 5 visits to a WorkOne. (continuous engagement)

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[http://www.realtourvision.com/tour/BU/tour.vi  
ew.new.php?utl=BU-2582-KW7O63-01#](http://www.realtourvision.com/tour/BU/tour.vi<br/>ew.new.php?utl=BU-2582-KW7O63-01#)

**WorkOne** .....  
Make Your Move

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**WorkOne** ■■■■  
Make Your Move





# State Workforce Innovation Council Committees 2008

Employment and Placement Committee <i>charged with job-matching marketing</i>	Assessment and Evaluation Committee <i>charged with performance metrics</i>	Workforce Readiness Committee <i>charged with product line</i>	Youth Council Committee
Ed Carpenter	Cathy Delgado	Gina DelSanto, Chair	Jim Hemmelgarn
Jim Gislason	Harold Force	Mark Goldman	Jim McClelland
Al Huntington	Andy Goebel	Kay Gordon	Commissioner Rodino
Leroy Jackson	Mark Maassel	Jac Padgett	<b>Bob Schaefer, Chair</b>
Pete Kissinger	Cathy Metcalf	Patty Shutt	Mayor Seybold
Linda Madagame	John A. (Jac) Price	Mark C. Smith	Bill Stanczykiewicz
Chip McLean	<b>Derek Redelman, Chair</b>		Matt Ubelhor
<b>Dennis Wimer, Chair</b>	Barbara Street, Regional Operator, Region 6	Lisa Lee, Regional Operator, Region 7	Kathleen Randolph, Regional Operator, Region 3
Linda Woloshansky, Regional Operator, Region 1		Jim Riggle, Regional Workforce Board Chairperson, Region 6	
DWD Reps - Ryan Scott, Director, Marketing, and Michael Young, Director, Field Support Systems	DWD Rep - Amy Smith- Rubeck, Director of Policy	DWD Reps - Tony Cross & Nancy Davisson, Directors of Field Operations, Northern and Southern Indiana	DWD Rep - Leslie Crist, Director, Strategic Initiatives